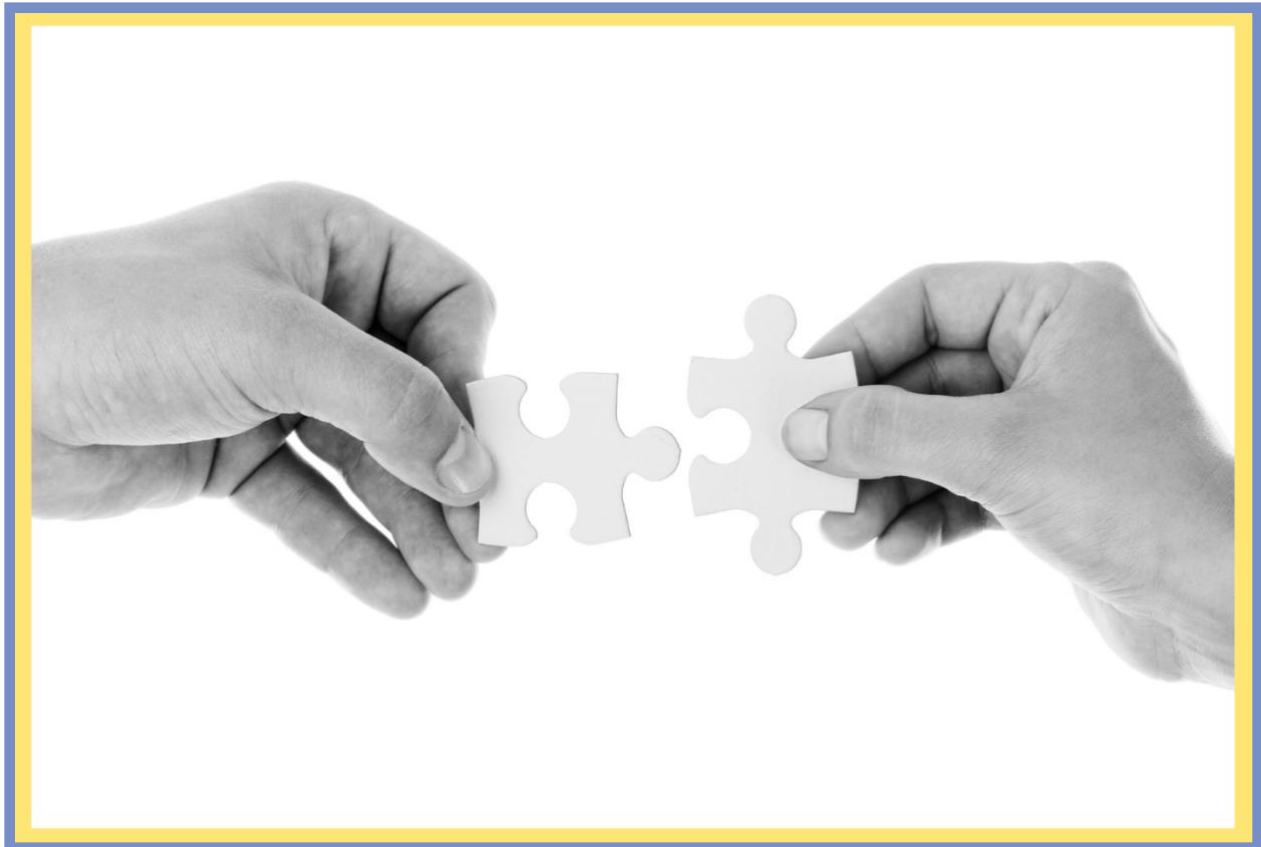


# Coronavirus (COVID-19)- United Way 211 Guide

## Southwest Alabama Area

A Resource Guide to help you during and after the pandemic.



February 2021 edition

## United Way 2-1-1 COVID-19 Resource Guide

Every hour of every day, 2-1-1 Southwest Alabama helps people navigate and connect to critical health, social, and disaster services. As our community comes together to address the COVID-19 pandemic, 2-1-1 Southwest Alabama remains steadfast in our commitment to provide important, accurate, and verified information, and assistance.

2-1-1 Southwest Alabama partners with United Way of Southwest Alabama partner agencies to provide the most up-to-date information on our website, our social media channels, and on our helpline, which is available 24 hours a day, 365 days a year. Our top priority is to make important information easily accessible to our community. We know the COVID-19 pandemic has an unprecedented impact on our community, our service provider partners, our staff, the families we serve, and especially our most vulnerable neighbors.

2-1-1 has a long-standing history of caring for our callers during disasters - personal disasters faced by our callers every day and community disasters like hurricanes and public health epidemics. The COVID-19 pandemic has an enormous scale and impact, and we're here to help.

As we navigate this dynamic situation, we are taking several steps to ensure the highest level of customer service you have come to expect from 2-1-1 Southwest Alabama. We are vigilantly following all health and safety practices recommended by the Alabama Department of Public Health Department (ADPH) and the CDC (Center for Disease Control).

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## Introduction

### When a Crisis Strikes

Living through a major crisis produces many different types of feelings. You may feel anxiety, depression, confusion and tension. These feelings may cause a breakdown in our usual coping mechanisms. You may find it hard to function, behave in unexpected ways or have trouble making decisions.

Although a crisis can result in a sense of anxiety, pain or hopelessness that makes it hard to cope, these same feelings can serve as motivation to look for help and develop new coping mechanisms.

That's where this guide comes in...we hope you will use it to guide your steps.

***Disclaimer- Due to the COVID-19 pandemic's enormous scale and impact, the resources in this guide are available on a limited basis and are subject to change at any moment.***

## Compiled By

LIFELINES COUNSELING SERVICES



Real Solutions for Real Problems  
P.O. Box 91068 • Mobile, AL 36691-1068  
Office (M -F 8am-4pm) 251-431-5111 Fax: 251-385-6404  
www.lifelinesmobile.org • [uw211@lifelinesmobile.org](mailto:uw211@lifelinesmobile.org)

## 24-Hour Emergency Services

### Abuse, Battered Women

- Penelope House (Mobile, Washington Counties) . . . . . 251-342-8994
- Lighthouse (Baldwin, Escambia Counties). . . . . 1-800-650-6522
- Alabama Domestic Violence Hotline. . . . . 1-800-650-6522
- Rape Crisis Center . . . . . 1-800-718-7273

### Abuse, Child / Elderly & Disabled

- National Child Abuse Hotline. . . . . 1-800-4ACHILD (800-422-4453)
- Baldwin County Department of Human Resources. . . . . 251-9452400
- Choctaw County Department of Human Resources. . . . . 205-459-9701
- Clarke County Department of Human Resources. . . . . 251-275-7001
- Conecuh County Department of Human Resources. . . . . 251-578-3900
- Escambia County Department of Human Resources. . . . . 251-809-2000
- Mobile County Department of Human Resources. . . . . 251-450-7000
- Monroe County Department of Human Resources. . . . . 251-743-5900
- Washington County Department of Human Resources. . . . . 251-847-6100

Ambulance . . . . . 9-1-1

### Disaster (Fire, Flood, Etc.)

- \*American Red Cross . . . . . 866-526-8300
- Fire. . . . . 9-1-1

### Information & Referral

- United Way 2-1-1 . . . . . 2-1-1 or 888-421-1266
- Text 2-1-1 . . . . . 888-421-1266
- Search online database. . . . . [www.211connectsalabama.org](http://www.211connectsalabama.org)

### Poison

- American Poison Center. . . . . 1-800-222-1222



**Police**

(Emergencies only)..... 9-1-1

**Substance Abuse**

Alcoholics Anonymous . . . . . 251-479-9994  
online database. . . . . [www.aa.org](http://www.aa.org)

Drug Education Council . . . . . 251-478-7855

Cocaine Anonymous . . . . . .205-928-3558

Narcotics Anonymous . . . . . 251-639-4152  
online database. . . . . [www.na.org](http://www.na.org)

Smart Recovery (Anxiety, Depression, Substance Use)  
online database. . . . . <https://www.smartrecovery.org/community/calendar.php>

**Suicide and Depression**

National Suicide Prevention Lifelines . . . . . 1-800-273-8255



## Current Resources

This guide is subject to change as information comes into the 2-1-1 resource center.

### Food

Please contact 2-1-1 for further information about ongoing food assistance programs. This is changing daily. For the most up to date information please contact your local 2-1-1- resource line.

### Testing Sites

For information regarding where to be screened for COVID-19 in Alabama, please reach out to the Department of Public Health at **1-888-264-2256**. For general information about the virus, you may contact the Alabama Department of Public Health 's COVID-19 information line at: **1-800-270-7268**, **visit the following websites:**

**<http://www.alabamapublichealth.gov/> or [cdc.gov](https://www.cdc.gov/) or email**

**[covid19info@adph.state.al.us](mailto:covid19info@adph.state.al.us)**. ADPH also still recommends anyone with symptoms like fever, cough and other respiratory issues to contact their physician, rather than showing up at a hospital ER or a doctor's office.

#### Franklin Primary Health

Franklin is currently conducting COVID-19 tests by appointment. If you have been exposed to someone that tested positive for the Coronavirus (COVID-19) or traveled to a high risk area and are exhibiting symptoms such as fever, cough or shortness of breath, you may be eligible for testing. Please call our Coronavirus Evaluation/Appointment Hotline at 251-444-1122 for a phone evaluation and to schedule an appointment.

Please note that all patients must complete a phone screening prior to testing. If you meet the criteria for testing, our staff will collect additional information over the phone and you will be assigned an appointment time for your test. All approved testing will be conducted via drive-thru at the Franklin Medical Mall, 1303 Martin Luther King Jr. Avenue in Mobile. Remember, you must have been pre-screened and assigned an appointment time in order to be tested. All others will be directed out of line and instructed to call the Evaluation Hotline at 251-444-1122.

#### Greater Mobile Urgent Care

All Greater Mobile Urgent Care's Clinics is offering Coronavirus (COVID-19) screening and testing services. If you are experiencing Coronavirus (COVID-19) symptoms, or have been exposed, please call our Telehealth line to schedule a test. Antigen and PCR Testing are both available.

How It Works – Available NOW!

- 1) Call (251) 633-0123, select your preferred clinic location
- 2) Give insurance information and ask about the CARES Act coverage
- 3) Talk with Doctor to discuss symptoms



- 4) If criteria met, you'll be given a scheduled testing time
- 5) You may also email: [info@gmucare.com](mailto:info@gmucare.com) to request a testing appointment

Service Details:

- Available: Monday thru Friday, 8 a.m. – 8 p.m., and Saturday and Sunday 8 a.m. – 4 p.m. (COVID-19 Clinic hours may vary by location)
- All Insurance Accepted. Testing may be covered under the CARES Act at no cost to you.
- Private Pay: \$50 a Call if necessary.
- Serving Mobile, AL and surrounding counties.
- You do NOT have to be a GMUC patient

### Infirmiry Health

- Infirmiry Medical Clinics are offering COVID-19 testing AND treatment by appointment only. Locations are available in Mobile and Baldwin Counties. Visit: <https://www.infirmiryhealth.org/medicalclinics>
- If symptomatic, Mobile and Baldwin County residents can call 251-341-CV19 (2819) to speak with a registered nurse. Due to high call volume, please call back at a later time if you are unable to speak with a staff member.

Appointment Qualifiers:

1. Mobile or Baldwin County residents only. Must have valid ID and be over the age of 18.
2. If the patient meets the CDC criteria to be tested, they will receive an appointment location and time.
3. The test will be administered in the car. REMAIN IN YOUR VEHICLE.
4. A clinician will assess symptoms and administer test if needed.
5. Once swabbed, the patient will receive clear next steps from the medical provider.

## Medical

### Infirmiry Health

#### Modified Visitor Policy

In concordance with Governor Ivey's Safer at Home Order, Infirmiry Health has modified its hospital visitor policy effective Friday, October 2, at 8 a.m. Each patient is permitted one designated visitor per day (exceptions apply). Visitors are required to adhere to the following guidelines. Visitors who do not meet these guidelines will not be permitted.

- All visitors are required to be masked (wearing own mask from home, subject to the requirements set forth in this policy, will be allowed), temperature screened and asked approved CDC questions before allowing entrance.
- All visitors should maintain hand hygiene and appropriate social distancing.
- Same visitor per patient per day, 18 years or older
- All visitors should remain in the patient's room. All cafeterias, waiting areas, gift shops and other common areas remain closed to visitors.

#### COVID-19 Vaccine Information through Infirmiry Health:

Infirmiry Health will begin administering the COVID-19 vaccine on February 8 to include people 65 or older, and additional groups of frontline workers.

#### **Infirmiry Health COVID-19 Vaccine Call Center**

251-341-2819

Monday - Friday, 8 a.m. - 5 p.m.

**Please do not call the vaccine call center if you are not currently eligible for the vaccine based on ADPH guidelines.**

### USA Children's & Women's Hospital

**USA Health requires all patients and caregivers wear masks.** Please bring a face mask and wear it at all times.

**Children's & Women's Hospital:** For Pediatric inpatients, no more than 2 designated caregivers are allowed per patient, and only 1 is allowed per patient at one time. For Obstetrics and Gynecology inpatients, 1 designated caregiver is allowed per patient. Surgical, Outpatient and Emergency Department patients also are allowed 1 designated caregiver.

To schedule a COVID-19 test, call 1-888-872-2650

To be added to the COVID-19 vaccination waitlist, please fill out a registration form online at the below address.

Please visit: <https://www.usahealthsystem.com/covid-19> for updates on hospital policy, COVID-19 testing, and COVID-19 vaccinations.



## Ozanam Charitable Pharmacy

Ozanam charitable pharmacy serves the needs of the community through prescription assistance. We service Mobile, Baldwin, and Escambia Counties in Southern Alabama. Focuses primarily on maintenance medications for chronic illnesses. Patients do not pay for medications. . . . . 251-432-4111

## Childcare and Public Schools

Please visit: <https://www.mcps.com/> for daily COVID-19 updates and contact individual childcare providers for available services.

## Resources from Help Me Grow South Alabama -

If anyone needs informational resources that may be helpful at this time, please reach out to us. We are currently working with 2-1-1 Information and Referral Services to stay alerted to the latest and most updated information. In regard to minor emergency or basic needs that you may have, please, call 2-1-1 for assistance.

If you need safety, health tips, or ideas for helping your children cope with disaster, Help Me Grow is here to support you! Our staff are working remotely at this time; however, we still have access to important information that may be helpful. If you are experiencing mental health or emotional distress at this time, and would like to talk to someone, call 251-450-2211 for Care Pointe. Also, for those who may be experiencing suicidal thoughts or ideation, please call the NSPL hotline at 1-800-273-TALK.

Although we understand that at this time, supporting you with all of these above-mentioned concerns may be of more importance than monitoring for developmental milestone delays in children, we are still available to address "Any Concern" that you as a parent or caregiver of young children may have. Our [helpmegrow@lifelinesmobile.org](mailto:helpmegrow@lifelinesmobile.org) email is being continuously monitored, as well as a text line available at 251-272-9231. Please contact us with any questions or concerns - <https://www.alaap.org/help-me-grow-new>

- <https://www.teacherlists.com/blog/parent-corner/at-home-enrichment-activities-and-more-for-when-schools-are-closed/>
- <https://www.pbs.org/parents/thrive/how-to-talk-to-your-kids-about-coronavirus>
- <https://www.childtrends.org/publications/resources-for-supporting-childrens-emotional-well-being-during-the-covid-19-pandemic>

### Free Educational Resources:

- [www.starfall.com](http://www.starfall.com)
- [www.learnincolor.com](http://www.learnincolor.com)
- [www.abcmouse.com](http://www.abcmouse.com)
- [www.pbskids.org](http://www.pbskids.org)
- [www.raz-kids.com](http://www.raz-kids.com)
- [www.coolmath.com](http://www.coolmath.com)



- [www.kids.nationalgeographic.com](http://www.kids.nationalgeographic.com)
- [www.scholastic.com](http://www.scholastic.com)
- [www.discoverykids.com](http://www.discoverykids.com)
- [www.abcya.com](http://www.abcya.com)
- [www.ducksters.com](http://www.ducksters.com)
- [www.switchzoo.com](http://www.switchzoo.com)
- [www.reading.ecb.org](http://www.reading.ecb.org)
- [www.seussville.com](http://www.seussville.com)
- [www.funbrain.com](http://www.funbrain.com)
- [www.storylineonline.net](http://www.storylineonline.net)
- 

## When You Need Someone to Talk To

You may be experiencing current distress or a major life crisis. Don't feel that you have to deal with these feelings alone. There are several counseling services available. Family and individual counselors, therapists and other mental health professionals have the skills needed to guide you through this difficult time.

This is no time for heroics – reach out for help when you feel the need.

### Counseling

Disaster Distress Helpline (24 hours) . . . . . 1-800-985-5990  
Someone to talk to in times of crisis

Catholic Social Services (Mobile County) . . . . . 251-434-1550  
(Baldwin County) . . . . . 251-947-2293

Lifelines Counseling Services . . . . . 251-602-0909

AltaPointe Health Systems. . . . . 251-450-2211

Bayview Professional Associates. . . . . 251-450-2211

### Alcohol and Drug Abuse

In stressful circumstances, people may try to escape their problems through excessive use of alcohol or drugs. Using this method to deal with difficult situations often creates a whole new set of problems and causes more stress for everyone involved. If or a family member are misusing alcohol or drugs, you may want to turn to a professional who has experience in this area.

Drug Education Council . . . . . 251-478-7855

Bradford Health Services.. . . . 251-633-0900



Substance Abuse Hotline (samhsa.org) . . . . .	877-726-4727
Home of Grace (Women only). . . . .	251-456-7807
Salvation Army . . . . .	251-438-1625
Waterfront Rescue Mission . . . . .	251-433-1847

**Virtual Veterans Assistance**

Veterans Crisis Line:

1-800-273-TALK(8255) Option #1

Text 838255 or chat online at: [www.veteranscrisisline.net](http://www.veteranscrisisline.net)

VA Video Connect (telehealth):

<https://mobile.va.gov/app/va-video-connect>

VA App Store- Mental Health:

<https://mobile.va.gov/appstore/mental-health>

Vet Training- Anger Management:

<https://www.veterantraining.va.gov/apps/aims/index.html>

Vet Training- Path to Better Sleep:

<https://www.veterantraining.va.gov/insomnia/index.asp>

Vet Change (substance use):

<https://www.ptsd.va.gov/apps/change>



## Online Resources

Managing Stress Associated with the COVID-19 Virus Outbreak: Impact of the COVID-19 Outbreak on Individuals and Communities:

<https://www.ptsd.va.gov/covid/COVID19ManagingStress032020.pdf>

Managing Stress Workbook:

[https://www.prevention.va.gov/docs/NCP\\_ManageStreeWkBk\\_F\\_EditedJune102019.pdf](https://www.prevention.va.gov/docs/NCP_ManageStreeWkBk_F_EditedJune102019.pdf)

Mental Health and Coping During COVID-19 Centers for Disease Control and Prevention, 2020:

[https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2F coping.html](https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2F coping.html)

Parent/Caregiver Guide to Helping Families Cope with the Coronavirus Disease 2019 The National Child Traumatic Stress Network, 2020”

<https://www.nctsn.org/resources/parent-caregiver-guide-to-helping-families-cope-with-the-coronavirus-disease-2019>

# Unemployment

Unemployment for all Southwest Alabama:

To file for unemployment in Alabama . . . . . 866-234-5382  
Online Database. . . . . <https://labor.alabama.gov/uc/ICCS/>

To file for unemployment in another state:

<https://www.careeronestop.org/LocalHelp/UnemploymentBenefits/find-unemployment-benefits.aspx>

If you need job search assistance, please go to Alabama JobLink  
<http://joblink.alabama.gov>

**Alabama Career Centers: Career Centers are closed to the public until further notice.**

**Baldwin County:**

Bay Minette Career Center – 251-937-4161 & Foley Career Center – 251-943-1575

**Clarke, Washington and Choctaw Counties:**

Jackson Career Center – 251-246-2453

Choctaw County Career Center – 251-843-5265

**Mobile County:**

Mobile Career Center – 251-461-4146

**Monroe and Wilcox Counties:**

Monroeville Career Center - 251-575-3894 & Camden Career Center – 334-682-9428

**Conecuh and Escambia Counties:**

Brewton Career Center - 251-867-4376



## Baldwin County

**Absentee Voting-** Call 251-937-0261 for more information

**ACCOUNTING** – Call 251-937-0282 for more information

**ADMIN** – Call 251-937-0264 for more information

**ALABAMA DEPARTMENT OF PUBLIC HEALTH** – Both facilities in Robertsdale (within facilities owned and operated by Baldwin County) will remain open to the public.

**ALEA/DRIVER LICENSE TESTING-** Please call Mobile office at 251-660-2330.

**ARCHIVES** – Call 251-580-1897 for more information.

**ANIMAL SHELTER** – Open Monday-Friday, 9:00am-5:00pm, 251-972-6834

**BRATS** – Call 251-972-6817 to schedule and appointment by phone or download the app

**BUILDING DEPT** – Call 251-580-1646 or 251-972-8552 for more information

**BUILDING MAINTENANCE** - Will operate Monday, Wednesday, Friday, 8:00am-4:30pm (closed for lunch 12-1pm) and Tuesday and Thursday, 8:00am-12:00pm.

**COUNCIL ON AGING** - The Council on Aging is open to the public. Appointments are HIGHLY encouraged in order to maintain social distancing guidelines. Employees are also available to the public by phone 251-972-8506 and email: [KChildress@baldwincountyal.gov](mailto:KChildress@baldwincountyal.gov). Senior Nutritional Centers remain closed to the public, curbside meal pick up will continue and some have limited home bound meal delivery.

**CORONER** – Call 251-970-4051 for more information

**COURT** – Call Customer Service for more information- 251-937-9561, 251-928-3002, 251-943-5061

**DISTRICT ATTORNEY-** Open to the public, 8:00am-12:00pm and 1:00pm-4:30pm



**HIGHWAY** - Call 251-937-0371 for more information

**JAIL**- Visitation:

- Monday 9am - 6pm
- Tuesday 9am - 6pm
- Wednesday 9am - 6pm
- Thursday 9am - 6pm
- Friday 9am - 6pm

All visits are non-contact and conducted through a glass partition. This facility may also have a video visitation option, please call 251-937-0202 for more information and updates to the current rules and regulations.

Inmates are allowed 2 visitors per day

**JUVENILE DETENTION CENTER** – Visitation by appointment only, call 251-580-2540

**LAW LIBRARY** – Call 251-580-1634 for more information

**LEGISLATIVE DELEGATION** – Call 251-990-4615 for more information

**PARKS** – Open. No field trips.

**PASSPORT OFFICES**- Call 1-877-487-2778 for more information

**PLANNING AND ZONING** – Call 251-580-1655 for more information

**PROBATE** – Visit the scheduling portal at

<https://www.baldwincountyal.gov/Government/probate/probate-online-services> to make an appointment or call 251-239-4311

**PURCHASING** - Bidders advised to call 251.580.2520

**REVENUE** – Call 251.937.0245 for more information

**SALES TAX**- Call 251-972-6844 for more information

**SHERIFF** - Operating as normal, 251-937-0202 |

**SOLID WASTE** - Will operate as normal no changes to pick-up schedules. Pay bills online link or by mail Solid Waste 22251 Palmer Street, Robertsdale, AL 36567. Call 251.972.6878 Eastfork Landfill is temporarily closed until further notice. Magnolia, Macbride and Bay Minette Transfer

Station remain open.

**VETERANS AFFAIRS**-Open to the public by appointment only, call 251-937-0218



## Your Good Health

It is very important that you take care of yourself and other family. Be sure to take your regular medications (insulin, blood pressure, antidepressant, etc.)

Your normal resistance to illness may have been lowered as a result of the stress you have been experiencing. You want to make every effort to build yourself up again. Take your vitamins, eat properly, get enough sleep and seek medical help quickly if you or your children begin to feel ill.

### Southwest Alabama Healthcare Resources

Mobile Co Health Dept- 251-690-8158

Washington Co Health Dept- 251-847-2245

Clarke Co Health Dept- 251- 275-3772

Monroe Co Health Dept.- 251- 575-3109

Conecuh Co Health Dept.- 251- 578-1952

Choctaw Co Health Dept-.205-459-4026

Baldwin Co Health Dept- 251- 947-1910

Escambia Co Health Dept- 251- 368-9188 or 251- 867-5765

Franklin Primary Health- 251- 432-4117

Victory Health Partners- 251- 460-0999

Mostellar Medical Center (Bayou La Batre)- 251- 824-2174

Bayou Clinic (Bayou La Batre)- 251- 824-4985

Accordia Health, [www.accordia-health.org](http://www.accordia-health.org)

# United Way of Southwest Alabama Partner Agencies



## **AIDS Alabama South**

AIDS Alabama South is still assisting clients and working to make sure that services are provided. We have modified our schedules and are using staggered schedules to provide services to allow for social distancing, but services are still being provided via email, text messages, deliveries, and are providing curbside drive-up services for clients with emergencies.

We have put processes in place for the clients to contact the social workers and for emergency services. We are on-call and ready to respond within an hour. AIDS Alabama South is slowing transportation services and will utilize cabs and Uber rides for medical appointments for clients, when possible. HIV and Hep C testing services have been halted for now.

## **Alpha Women's Resource Center**

We are open Tuesday thru Thursday from 9:00 am - 5 pm , please call for an appointment and updates on our medical mobile clinic, 251-246-7750

## **American Red Cross**

Our offices are open. If someone has a house fire, they should call 855-891-7325 and the Red Cross will respond.

Please check your local Red Cross website for updates and available blood donation appointments.

## **AltaPointe Health**

Hospitals, Outpatients, Private Practices, Intellectual Disabilities Group Home, Mental Illness Group Homes, and Substance Abuse facilities will remain open. Starting Monday, Intellectual Disabilities and Mental Illness Day Programs will close. We are closely monitoring the situation on a minute-by-minute basis in our effort to continue to meet healthcare needs while providing safe and effective care to patients. We have implemented special screening protocols, and are ensuring personal protective equipment is available as needed and following the guidance of the Centers for Disease Control, Alabama Department of Public Health, and other healthcare authorities.

We encourage patients and staff to practice good hygiene, including handwashing and respiratory etiquette. If any patients feel they are sick, we ask they call their healthcare provider. We are also encouraging Telehealth services if someone does not want to go into an office. More information can be found at:

<https://altapointe.org/covid-19-information/>.

We are screening patients in the lobby as a preventative measure.



**Big Brothers Big Sisters of South Alabama**

Call 251-344-0536 for program updates

**Boys and Girls Clubs of South Alabama**

Call 251-432-1235 for program updates

**Boys and Girls Clubs of Southwest Alabama – Thomasville**

Call 334-636-5402 for program updates

**Catholic Social Services (Clarke & Washington)**

Our operational status is active. We are open and assisting with client's needs such as food, utilities, and medications. We are assisting one individual at a time and are also assisting by phone when possible.

**Catholic Social Services (Mobile)**

We are operating Normal Business Hours and offering regular services. Our services are appointment only and conducting assessments via phone.

**CASA**

Call 251-574-5277 for service updates

**Child Advocacy Center**

Please call 251-432-1101 for service and prosecution updates

**Community Action of South Alabama**

Call 877-246-7836 to make or cancel an appointment.

**Crittenton Youth Services**

The office is open Monday-Friday, 8:30am-4:30pm, call 251-639-0004 for more information

**Dearborn YMCA**

Contact 251-432-4768 for more information

**Drug Education Council**

Office is open, with some staff working remotely. Drug Tests-Available by appointment only. Normal services are being provided but by appointment only. For more information please call 251-478-7855.

**Dumas Wesley**

The Sybil Smith Family Village will remain open, staffed 24-7 by our security company.

Dumas Wesley will be offering several outdoor learning opportunities in 2021. Visit their Facebook page for updates or call 251-479-0649

The Dumas Wesley Community Center is looking for the following items to serve its most at-risk clientele

Sybil Smith Family Village- Transitional Housing for Homeless Families

1. Antibacterial Hand Soap
2. Hand sanitizer
3. Paper Towels
4. Toilet Paper
5. Clorox or Antibacterial Wipes

Senior Activities for Independent Living Program

1. Individually packed snacks/juices
2. Activity books and colored pencils/markers (crosswords, word finds, adult coloring books)
3. Hygiene products (full size please)

We ask that you consider the following when you make plans to donate:

1. Please "Respond" to this need so that we can be aware of an incoming donation
2. Donations can be dropped off at the administrative office on Monday mornings
3. If you need to schedule a different drop off day/time please coordinate with Kate Carver, Executive Director at [kcarver@dumaswesley.org](mailto:kcarver@dumaswesley.org)

### **Epilepsy Foundation of Alabama**

We are offering regular services. We have transitioned to virtual appointments via zoom.

We are offering a new program - Virtual Education on How Families can protect on COVID 19 and how it affects individuals with epilepsy.

24/7 Help Line: 1-800-332-1000

### **F.A.I.T.H Groceries (Butler, Choctaw County)**

No recent updates at this time.

### **Family Promise**

We have discontinued our rotational shelter model for the time being. We will shelter our current clients in place. Case managers and ED are working remotely. We are unable to take any new families. Please call 251-441-1991 for more information.

## Feeding the Gulf Coast

We are operating with regular hours to feed the critical needs that are growing from the public health crisis.

Visit [feedingthegulfcoast.org](http://feedingthegulfcoast.org) for more information or click [HERE](#) to find a food pantry near you.

We are in need of funds to purchase food for distribution to children, seniors, and families in need. Volunteers needed. If you are a group (10 or less only at this time), please call: Missy Busby at 251-653-1617 ext: 127

1. Individuals wanting to sign up and see all available events and shifts can [click HERE](#). If you do not see a time or day you are interested in, please let us know.

## Franklin Health

At this time, all Franklin locations are operating with normal schedules, with the following exceptions:

- All fitness activities at the JR Thomas Wellness, Fitness & Rehabilitation Center have been suspended until further notice (Physical Therapy is operating as scheduled);
- All elective dental services have been suspended until further notice, as recommended by the Alabama Board of Dental Examiners and ADPH; if you are uncertain about the status of your scheduled appointments, please call our offices at 251-432-4117

COVID-19 testing by appointment only at multiple locations, call 251-444-1122, Monday-Friday to schedule an appointment.

### VACCINE INFORMATION:

Franklin Primary Health Center COVID-19 Vaccine Call Center: 251-444-1188, for appointments

Monday – Friday, 8 a.m. – 5 p.m.

**Please do not call the vaccine call center if you are not currently eligible for the vaccine based on ADPH guidelines.**

Locations:

Frisco City Family Medical Center located at 53 Mulberry Street, Frisco City, AL 36445

## Goodwill Easter Seals

Kaleidoscope (Day Program) M-F 7:30am-5:00pm, Contact: Rebekah Allen, 251-375-2177

Child Development Centers – Call 251-342-3122 (Monday-Friday, 8:00-4:30pm) for information on enrollment, support, and resources

Community Centers remain open for individual appointments and services – Please call for updates on individual services

Adult Education Enroll [HERE](#) or call Elizabeth Dominick, 251-300-6171



HIPPY (Baldwin & Escambia County): Contact Shannon Kern, 251-210-1336  
VITA- Contact Denise Evans, 251-300-6282

### **Gulf Regional Early Child Services (GRECS)**

Head Start & Early Head Start Services: Apply [ONLINE](#) or call 251-473-1060, ext 113

Soaring Eagles - Accepting pre-registration applications for 2021-2022 school year. Visit [HERE](#) for more information.

\* CHILDREN WHO ARE CURRENTLY ENROLLED AT SOARING EAGLES, WILL NOT BE AUTOMATICALLY PLACED INTO THAT CLASSROOM. YOU MUST APPLY ONLINE! CHILDREN ARE ENROLLED THROUGH THE STATE APPLICATION SYSTEM.

### **Housing First, Inc.**

Limiting face-to-face meetings among clients and staff to help prevent the spread of COVID-19. The provision of coordinated entry intakes, referrals, case management, and emergency information will continue uninterrupted by telephone and electronic communication.

If you are homeless or at-risk of becoming homeless, please contact Housing First, Inc. at (251) 450-3345. For emergency information on COVID-19, please dial 311, contact the Mobile or Baldwin County Health Departments, or dial (888) 264-2256 for information on how to be tested. If you need immediate medical attention, dial 911 or go to the nearest emergency room.

### **Home of Grace**

A Christian program serving females ages 18 and up who are addicted to alcohol and /or other drugs. We are operating as usual. Please call for more information, 251-456-7807

### **Lifelines Counseling Services**

All of our programs are open. We are providing client services remotely, with some in-person services by appointment.

### **McKemie Place**

We are open and operating. Due to the current pandemic, we are taking and recording temperatures of each guests as well as our staff. We are also asking volunteers that provide evening meals to drop food off and not come in and serve like normal to limit possible exposures. Our needs for hand sanitizer, cleaning supplies, and bottled water have increased. Please call for shelter availability- 251-287-2225.

### **Mobile Community Action**

Click [HERE](#) to view Head Start and Early Head Start locations

Click [HERE](#) to view Community Services Centers closest to you for rent assistance.



Call the appointment line at 251-206-6117 for utility assistance.  
Eligibility- First time families who have tested positive for COVID-19 in the last year.

### **Mulherin Home**

Closed to all visitors. Keeping all residents home from their day programs and activities in the community. They are also not allowing respite clients at this time. All staff is on campus.

### **Ozanam**

Ozanam will operate normal hours and days – Mon. – Thurs, 9am -2:30pm. We are accepting volunteers for front desk operations.

### **Penelope House**

We will continue to provide emergency shelter and court advocacy services to victims of Domestic Violence and their children, but Prevention Education and Outreach Services will not be out in the community. Outreach Services will be conducted via phone/zoom. Penelope's Closet is open Tuesday-Saturday, 10am-4pm.

### **Regional Child Advocacy Center**

We are working, with one staff at the CAC in Grove Hill and other 2 doing telework or leave time. We are only conducting emergency forensic interviews. Our outreach programs in the schools and community are suspended. There are kids at Almost Home and are, of course out of school, and are with our foster worker, Linda Chapman.

### **Regional RSVP**

Call for information on Tax Preparation:

Mobile County: 251-574-7787  
Escambia County: 251-867-0256  
Atmore: 251-368-1032 ext. 112  
Baldwin County: 251-620-1462

### **Ronald McDonald House**

We are operating Normal Business Hours. Closed to visitors, but accepting application for long term volunteers. Virtual volunteer options are available to students needing volunteer hours.

### **Sickle Cell Disease Association Mobile Chapter**

Our office is open, but with limited access. Please call office prior to coming. For Newborn screening counseling and testing via Zoom, call 251-432-0301. Our social worker and community health workers are accessible via cell phone for client needs, as well (251-367-7310 or 251-367-7311).

### **South Alabama Volunteer Lawyers Program**

We are doing our best to follow guidance of medical and government officials with regards to the COVID-19 pandemic. Acting out of an abundance of caution we have canceled all clinics and in person screening for the time being.





We are still offering screening over the phone at **251-438-1102**. Please call for a screening or print an application from the [Get Help](#) page. Please visit: <https://www.alabar.org/alabama-state-bar-coronavirus-covid-19-safety-measures/> for up to date information on Courthouse safety measures.

Legal Services Alabama's Call Center: 1-866-456-4995 (Spanish speaking at 1-888-835-3505).

### **St. Mary's Home**

Closed Permanently

### **The Arc of Clarke County**

Please call Monday-Friday from 8am-4pm at 251-246-3000 for program updates.

### **The Arc of Southwest Alabama**

If you have any questions or concerns, please call 251-847-2970 Monday-Friday 8 a.m.-4 p.m.

### **The Learning Tree**

Please call 251-338-5944 for program updates or check out our Facebook page.

### **The Salvation Army**

We are open and working at all of our locations. Our programs are running under the Government guidelines as requested. We have moved into an assistance role with other Agencies in our area that have requested food and basic needs supplies.

Please call 251-438-1625 for volunteer and donation information.

### **United Cerebral Palsy**

The Adult Day Care and Preschool services are operating at limited capacity. Please call 251-479-4900 for more details.

### **Via**

The Via Center is currently closed. However, we are offering outdoor fitness class and virtual opportunities to stay connected. Please call 251-478-3311 or visit us online for more information. <http://viamobile.org/index.php>

### **Victory Health Partners**

We have regular operations.

### **VOASE**

Currently open, please call 251-300-3500 for program information and visit our website for employment opportunities.

### **Wilmer Hall**

Please call 251-342-4931, Monday-Thursday for more program information.



## YMCA of South Alabama

We are open. Please visit our website for membership and program information.

### Senior Center Updates from VIA

#### SYMPTOMS

- Include fever, cough and shortness of breath.
- Emergency symptoms include: difficulty breathing or shortness of breath; persistent pain or pressure in the chest; new confusion or inability to arouse; bluish lips or face.

#### DISINFECT YOUR I-PHONE!

Use a 70 percent isopropyl alcohol wipe or Clorox Disinfecting Wipes. Don't use bleach. Avoid getting moisture in openings, and don't submerge your iPhone in cleaning agents.

#### SPECIAL SENIOR SHOPPING HOURS

- Many of your favorite stores offer a senior hour first thing in the morning.

#### STOCK UP

Make sure you have access to several weeks of medications and supplies in case you need to stay home for prolonged periods of time.

#### TAKING SENIORS A MEAL

Should you take a friend who is hunkered down a meal? Experts say “yes,” with these guidelines (Source: Take Them a Meal):

- Don't take a meal if you or anyone in your household is sick.
- Wash your hands/counters thoroughly before preparing meal.
- Arrange to drop the meal off on the recipient's porch.
- During the meal delivery, don't touch the door or family pet.
- Don't take containers you want returned.
- Send along drinks, tea, honey, lemons, cough drops, household supplies
- Avoid high-sugar content meals – sugar reduces our immune function. Send healthy proteins and soups made from bone broth.

#### ALABAMA POWER RECOMMENDATIONS WHILE YOU ARE HOME

- Replace air filters in heating, ventilation and air-conditioning units.
- Set the thermostat, then forget it. Changing the temperature often is more likely to increase energy use.
- Ensure air-conditioning vents are unobstructed and opened to full capacity.
- Use natural lighting early in the day and late in the afternoon to reduce energy use.

We have additional information on our website at [www.viamobile.org](http://www.viamobile.org).

**AARP COVID-19 Site** <https://bit.ly/aarpcovid19>

**AARP lower Alabama site** <http://bit.ly/aarploweral>

**AARP.org**



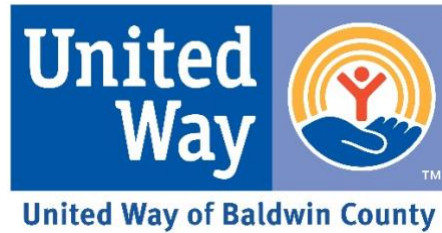
**United Way  
of Southwest Alabama**



Lifelines Counseling Services  
*Take the First Step.*

Information updated 2/12/21

## UNITED WAY OF BALDWIN COUNTY PARTNER AGENCIES



### **American Red Cross**

Our offices are open. If someone has a house fire, they should call 855-891-7325 and the Red Cross will respond.

Please check your local Red Cross website for updates and available blood donation appointments.

### **Baldwin Co. Education Coalition**

Call 251-989-2262 for program information.

### **Baldwin Youth Services**

Call 251-947-5149 for program information.

### **Boy Scouts**

Call 251-4766-4600 for the Mobile, AL office.

### **Baldwin County Child Advocacy Center/ CAREHouse**

We are working remotely. Therapists and advocates are still doing sessions but over the phone/video chat. Forensic interviews will continue in Summerdale as needed.

### **Catholic Social Services**

We are open but limiting in person interviews and conducting case management over the phone. Please call for specific program information, 251-947-2293

### **Christian Service Center**

We are open and doing all case management by telephone. Food pantry is operational. Call 251-968-5256 for updates. Visit our website for information on grief counseling.

### **Drug Education Council**

Office is open, with some staff working remotely. Drug Tests-Available by appointment only. Normal services are being provided but by appointment only. For more information please call 251-478-7855.

### **Ecumenical Ministries**

If you are experiencing a time of economic hardship and are finding it hard to meet your family's immediate needs, we can help.

Ecumenical Ministries can offer assistance with food through our pantries, which are regularly stocked with non-perishable food items. When available, EMI's Gleaning program adds fresh baked items, fruits and produce.

We also offer assistance with utilities, rent, medical services, transportation, prescription needs and other necessities.

The Emergency Aid Centers serve the following communities:

**Eastern Shore Office (251) 928-3430**

Fairhope, Spanish Fort, Daphne, Malbis, Point Clear, Barnwell, Montrose, Belforest

**South Baldwin Office (251) 943-3445**

Foley, Elberta, Lillian, Magnolia Springs, Bon Secour

Please call the appropriate office to make an appointment with us, as emergency aid is only available after a full assessment of your needs. Review appointments are available **Tuesdays and Thursdays from 9:00am-11:30 am.**

**Fairhope Point Clear Rotary Youth Club**

We are open. Please visit website for registration information on childcare programs.

**Family Promise**

Please call for more information on availability, 251-441-1991.

**Feeding the Gulf Coast**

We are operating with regular hours to feed the critical needs that are growing from the public health crisis.

Visit [feedingthegulfcoast.org](http://feedingthegulfcoast.org) for more information or click [HERE](#) to find a food pantry near you.

We are in need of funds to purchase food for distribution to children, seniors, and families in need. Volunteers needed. If you are a group (10 or less only at this time), please call: Missy Busby at 251-653-1617 ext: 127

1. Individuals wanting to sign up and see all available events and shifts can [click HERE](#). If you do not see a time or day you are interested in, please let us know.

**Girl Scouts**

Please call for more information, 800-239-6636

**Home of Grace**

We are operating as usual.

**Ruff Wilson Youth Center**

We are open, please call or visit our website for registration information.



### **South Baldwin Literacy Council**

We are open and implementing social distancing

### **South Alabama Volunteer Lawyers Program**

We are doing our best to follow guidance of medical and government officials with regards to the COVID-19 pandemic. Acting out of an abundance of caution we have canceled all clinics and in person screening for the time being.

We are still offering screening over the phone at **251-438-1102**. Please call for a screening or print an application from the [Get Help](#) page. Please visit: <https://www.alabar.org/alabama-state-bar-coronavirus-covid-19-safety-measures/> for up to date information on Courthouse safety measures.

Legal Services Alabama's Call Center: 1-866-456-4995 (Spanish speaking at 1-888-835-3505).

### **The Bridge**

Please contact The Bridge at 251-338-1780 extension 7032 if you have any needs related to substance use, behavioral modification or need community assistance.

### **The Cindy Haber Center**

Please call or visit our Facebook page for program updates.

### **The Lighthouse**

We are open and providing phone counseling and advocacy. We are providing safe shelter to those are in in danger with increased screening for exposure and symptoms. Call 251-947-6008 for assistance.

### **The Shoulder**

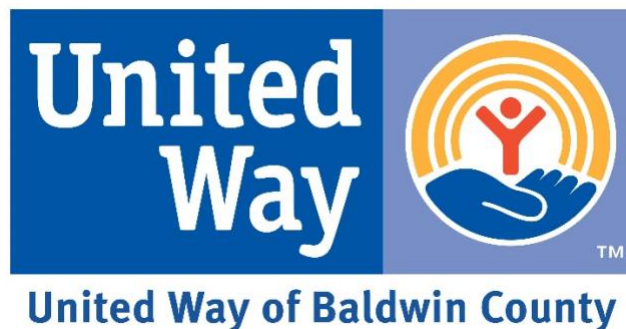
Our residential rehabilitation is open and serving clients. We are instituting necessary precautions including taking temperatures and sanitizing.

### **Under His Wings**

Please call for assistance, 251-947-4673

### **YMCA of South Alabama**

We are open. Please visit our website for membership and program information.



## CITY OF MOBILE UPDATE

### **Mobile Police Department**

The Mobile Police Department remains fully active and responding to any and all calls for service.

Due to the coronavirus concerns, the Mobile Police Department is taking precautionary measures for the health and safety of the community. Citizens are urged to use the department's Teleserv to report crimes to police. Teleserv officers will take the complaint and complete an incident report over the telephone.

Response to certain crimes will require the presence of an officer but calls that are considered low priority such as minor offenses and misdemeanor crimes will be taken over the telephone.

The Mobile Police Department's Teleserve number is 251-208-7211.

MPD is urging citizens to use caution and not gather in large groups in an effort to help slow the spread of COVID-19. MPD encourages people not to block public streets or intersections, as such activities may create a public safety risk.

If you have an emergency, please call 9-1-1. You can reach the Police non-emergency operator at (251) 208-7211.

### **Mobile Fire-Rescue Department**

The Mobile Fire-Rescue Department remains fully active and responding to any and all calls for service.

Citizens in need of transport or treatment for non-life threatening conditions (for example, fever or cough) should use personal vehicles or private ambulance services. For emergency or life-threatening situations, including shortness of breath or inability to catch your breath, please call 9-1-1.

It is imperative that we keep our paramedics in service by minimizing unnecessary contact, so they may be available to respond to life-threatening situations.

### **Public Services**

All city services, including trash and garbage pickup, are operating on a normal schedule.

Engineering projects, including street work, are continuing on schedule.

### **Mobile Parks and Recreation**



Please visit <https://www.cityofmobile.org/residents/parks-and-recreation/> for program and 2021 updates.

## Seniors

- Connie Hudson Center – For Café information please call 251-208-6212
- SAIL – Nutritional Meals- Call the Area Agency on Aging at 251-706-4680 to be added to the wait list.

## Youth Programs

A limited number of meals will be provided on a first-come, first-serve basis for pick-up between 3-4 pm, M-F, at the following locations:

- Figures
- Dorth
- Sullivan
- Seals
- Hope
- Hillsdale
- Laun
- Stotts
- Mitternight
- Rickarby
- Springhill

## Public events

Please view the Calendar of Events for updates:

<https://www.cityofmobile.org/calendar-of-events/>

## Courts

The Alabama Supreme Court entered an administrative order suspending all in person proceedings in all state and local courts beginning Monday, March 16, 2020 through TBA with limited exceptions applicable to Mobile Municipal Court. Those limited exceptions involve bond related matters, arraignments, and plea agreements for incarcerated individuals only.

All other in-person proceedings are suspended. You will receive a notice in the mail with your new court date.

Those on formal probation with the City of Mobile probation office are to call the probation office at (251) 800-1701 for further instruction.

Those needing to make a payment on tickets, fines, and/or costs can do so online at [www.cityofmobile.org](http://www.cityofmobile.org) or mail a money order or cashier's check to Mobile Municipal Court Payment Window, 205 Government Street, Mobile, AL 36602.



## **Schools**

Please view the MCPSS' website for updates.

## **Boards and commissions**

No current changes to meeting schedules for city boards and commissions including the Mobile Planning Commission, Board of Adjustment, Architectural Review Board and the Mobile Historic Development Commission.

Guidelines for these meetings remain under review and may be subject to change in the coming days. Where possible, the City encourages meetings to be conducted by telephone or video conference.

## **Mobile Public Library**

Currently open. Zoom/virtual events are available. Visit:  
<http://www.mobilepubliclibrary.org/?fbclid=IwARoqJrgouDVFFzrgH7eL-3W63oA0yp4B-J4wWHfxu-9P4qLkhBByh586Ro>

## **Mobile Cruise Terminal**

Carnival Cruise Line has temporarily paused their cruises.

## **Meetings and Conventions**

Visit Mobile is diligently working with all incoming groups regarding previously scheduled meetings and conventions. Visit Mobile is working with the hospitality community to ensure proper preventative measures are in place with respect to the Coronavirus.

## **WAVE Transit**

Public transportation through WAVE Transit System is continuing on its regular schedule, but may be subject to change.

Buses and facilities are cleaned on a daily basis. Employees are provided with heavy duty gloves and sanitizing wipes daily. Hand soap is stocked and plentiful.

## **Museums**

The Mobile Museum of Art, Mobile History Museum, GulfQuest Maritime Museum, Mobile Botanical Gardens and the Exploreum offer in person and virtual events.

## **Mobile Civic Center**



Currently being used a COVID-19 Vaccination site for USA Health. [CLICK](#) to request an appointment.

### **Social Services**

The City is engaging with local non-profits and service providers to make sure that citizens have access to needed resources.

For information regarding shelters, food pantries, help with utilities and other social needs, call 2-1-1.

### **311**

Mobile-311 is continuing service during the COVID-19 outbreak.

Please remember to call 9-1-1 only for life-threatening emergencies. For everything else, call our non-emergency number, 251-208-5311 or 3-1-1.

### **Local Business Operations and Temporary Closures**

<https://www.thisismobileal.com/>

## **MOBILE COUNTY COMMISSION**

Visit: <https://www.mobilecountyal.gov/> for Mobile County Commission updates.

### **MOBILE COUNTY HEALTH DEPARTMENT UPDATE**

Visit: [http://mchd.org/General/Bulk\\_Documents.aspx?type=News&index=3&subindex=1](http://mchd.org/General/Bulk_Documents.aspx?type=News&index=3&subindex=1) to stay up-to-date on MCHD News updates.

### **MOBILE COUNTY HEALTH DEPARTMENT SERVICES UPDATE**

Visit: <http://familyhealthalabama.org/General/Home.aspx> for Service updates

## **Ways To Help**



In anticipation of United Way of Southwest Alabama's agencies increased needs related to COVID-19 and the overall health of our community, UWSWA has established a relief fund to help provide additional resources for the agencies and clients they serve. If you would like to help, you may do so through the channels listed below:

- Choctaw County
  - Text "HealthyChoctaw" to 41444
  - Visit <http://app.mobilecause.com/f/2pn2/n?vid=5xs9q>
  
- Clarke County
  - Text "HealthyClarke" to 41444
  - Visit <http://app.mobilecause.com/f/2pn3/n?vid=5xslx>
  
- Mobile County
  - Text "HealthyMobile" to 41444
  - Visit <http://app.mobilecause.com/f/2pmx/n?vid=5xsjf>
  
- Washington County
  - Text "HealthyWashC" to 41444
  - Visit <http://app.mobilecause.com/f/2pn4/n?vid=5xsh2>

## Donate Blood

Individuals can schedule an appointment to give blood with the American Red Cross by visiting [RedCrossBlood.org](http://RedCrossBlood.org), using the Red Cross Blood Donor App, calling 1-800-RED-CROSS ..... <https://www.redcross.org/>

## After the Pandemic- Next Steps

Use these checklists to guide your plan of action for recovery.

### For Your Family

- List your available financial resources
- Identify other sources of financial assistance
- Stay in touch with family and friends
- Return to normal routines as soon as possible
- Talk about your feelings

### For Your Children

- Give lots of reassuring hugs
- Provide factual information
- Encourage them to talk about their feelings– and be honest about your own
- Spend extra time with them at bedtime
- Return to regular schedules for work, play, school and rest
- Involve your children in the recovery with specific chores
- Praise responsible behavior

### For Yourself

- Eat properly and drink plenty of liquid
- Exercise helps reduce stress– take a brisk walk
- Don't take on too much as you begin to rebuild
- Get plenty of rest – nap if you can't sleep
- Talk about your fears and concerns
- Consider talking with a counselor who can help you manage your stress
- Don't hesitate to ask for help when you need it

## Take Charge of Your Finances

You will want to determine whether your financial situation has been affected by the current situation. Identify your available financial resources, then list your expenses. Prioritize your expenses so that the basic necessities are paid for first; then you can evaluate how to spend the funds that remain.

If you are concerned about your ability to pay your bills, Consumer Credit Counseling Service (CCCS) can help you prepare a reasonable budget. CCCS can also help you negotiate a manageable repayment plan for your outstanding debts. There is no fee for services, but you must have some income in your household.

Make a list of all those with whom you do business and inform them of your circumstances, if you are concerned about your ability to pay your bills. You may be able to postpone or reduce payments. Keep records of all such conversations and keep copies of everything for your files.

To avoid some consumer pitfalls following the disaster, you may contact the Better Business Bureau (BBB), the Alabama Attorney General’s Consumer Protection Hotline or the Alabama Department of Insurance for information about how to protect yourself against consumer fraud.

### Financial Services and Consumer Advice

Better Business Bureau. . . . .	251-433-2227
Consumer Credit Counseling Service. . . . .	251-602-0011
Alabama Attorney General. . . . .	1-800-392-5658
Alabama Department of Insurance. . . . .	334-241-4192

### Legal Services

South Alabama Volunteer Lawyers Program.....	251-438-1102
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## Tax Day 2021: April 15, 2021

### For tax prep assistance

Visit: <https://uwsa.org/our-work/our-programs/free-tax-preparation/>

